Melanie Furniss

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**EXPERIENCE**

**Tracy J Barlow Consultants**

**Consultant – November 2017 – present**

* Design of a catalogue of training sessions for delivery face to face
* Design of a catalogue of training sessions for delivery via MS teams
* Delivery of soft skills training sessions (e.g. presentation skills, project management, time management, minute taking, report writing etc.)
* Design and delivery of bespoke training sessions for SMEs
* Design and production of instructional videos on the use of HR management systems
* Salary and role profile benchmarking
* Website design and maintenance
* Providing support for implementation of new I.T systems
* Assess and report on training needs and outcomes to ensure clients’ needs are met
* Production of monthly reports

**Bizzy Kidz (**[**www.bizzykidz.online**](http://www.bizzykidz.online)**)**

**Owner – 2015 – present**

* Design, production and sale of children’s educational resources, including a large range of autism related resources.
* Design, production and sale of adult’s communication resources.
* Liaise with various UK based charities, NHS and local councils to assist and support autism related development activities and improve inclusion and support, through the design and production of bespoke resources
* Managing day to day running of the business including maintaining accurate financial records, recording and preparing orders, liaising with customers, liaising with autism charities and local councils regarding ongoing partnership projects, maintenance of company website and production of newsletters and marketing.

**Sheffield Hallam University – 2009 – 2019**

**2011 – 2019 – University Examinations Manager**

* Manage a team of 15 staff including recruitment, induction, performance management, ongoing line management and dealing with development/disciplinary issues as and when they occurred
* Oversee all examination processes across the university, for approximately 40,000 students per year
* Update and ensure implementation of the student code of conduct for examinations
* Recruitment, induction and training of all Examination Invigilators. This included sifting applications, conducting interviews, making appointments, registering new staff with HR and onto the examinations database of staff etc.
* Create, maintain and distribute work rota’s for 180 Examination Invigilators.
* Design and delivery of invigilator training to over 200 staff members, including annual refresher training.
* Design and delivery of soft skills training.
* Leading the tendering process, trial and implementation of a digital scheduling software system. Including the system set up, training of staff users and roll out.
* Leading the tendering process and trial of a digital examination system allowing the University to create, deliver and mark examinations digitally.
* Ensuring a high level of quality and accuracy of all examination papers being processed by the Examination Service
* Chair regular meetings with all Heads of Departments to discuss process changes and improvements and to maintain working relationships
* Project Management of all new projects
* Management of a digital examinations project which looked at digitising all examination papers across the university. This included being part of a procurement panel, liaising with external companies, deciding which outsourced product to use and conducting testing of the system as well as training other staff members on the system.

**2010 – 2011 – Examinations Officer**

* Sole responsibility for making all arrangements for examinations that took place outside of the main examination periods.
* Responsible for the recruitment of all examination invigilators, including sifting applications, setting up and conducting interviews, creating induction plans, completing all HR paperwork, carrying out induction training etc.
* Arranging and overseeing all overseas examinations. Including liaising with overseas institutes to make arrangements, liaising with students regarding payments and registering, ensuring all examination paperwork was accurate and reached overseas institutes currently, collating incoming paperwork.
* Maintenance of invigilator staff database. Including registering new members of staff, setting up HR and payroll accounts, setting up network access etc.

**2009 – 2010 – Examinations Co-ordinator**

* Quality check and format incoming examination papers, so they are ready for upcoming examinations
* Updating and maintaining a database containing exam data for the faculty of Development & Society
* Develop and maintain a spreadsheet which tracked all incoming papers and where they were on the timeline
* Liaise with all Academic Lecturing staff to chase the receipt of examination papers, request final sign off of all changes made and ensure that all papers had been processed in line with all guidelines

**2008 – 2009 – Compliance Officer**

* Ensure all contracts between Sheffield Hallam University and Professional Statutory & Regulatory Bodies were maintained and adhered to
* Maintain a master spreadsheet which tracked contract status
* Process expense payments to External Examiners
* Maintain the database which held information on all External Examiners
* Collate and administer all paperwork and arrangements for the recruitment process for External Examiners

**Pertemps Recruitment Agency**

2008 – 2009 – Recruitment Co-ordinator

* Register new applicants onto the database system
* Conduct informal face to face interviews
* Process payroll for all temp staff working throughout Sheffield
* Review and shortlist application forms for interview

**Capita Insurance Services**

2001 – 2008 – Training & Development Co-ordinator

* Design a year by year training plan for approximately 500 people across 2 Sheffield locations
* Record all incoming training requests and use the data to build the yearly plan
* Design, production and distribution of monthly training reports to all Department Managers
* Design of training courses e.g. Priority Management, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Stress Management etc.
* Co-ordination and delivery of an annual company showcase event
* Maintenance of all individual training records

**Sheffield Training & Enterprise Council**

1997 – 2001 – HR Co-ordinator

Administering all recruitment campaigns including placing adverts with local newspapers, sending out application packs, collating application forms, sending invite to interview letters, booking interview venues, meeting and greeting applicants, administering pre-interview tests, sending out successful and unsuccessful letters, arranging induction plans and setting new starters up on the HR and payroll system.

**SKILLS & KNOWLEDGE**

* Experience in several software systems such as web builders, Scientia scheduling software, SITS databases etc.
* Experience in tendering processes
* Experience in implementation of new systems including software set up, training and evaluation
* Highly experienced in the use of all Microsoft packages
* Experience in maintaining Microsoft Access database systems
* Experienced in the design and delivery of training
* Experienced in the recruitment process including sifting applications, conducting interviews, recruitment administration etc.

EDUCATION & TRAINING

* Various in-house training courses including Assertiveness training, Stress Management, Time Management, Managing Difficult Conversations, Interview Skills training.
* 1996/7 NVQ 2 Business Administration – Sheffield College
* 1996/7 NVQ 3 Customer Service – Sheffield College
* Westfield Comprehensive School 1991 – 1996

References available upon request